Response to On-Scene Time, Priority Code Bravo
Emergency Medical Services

LouieStat

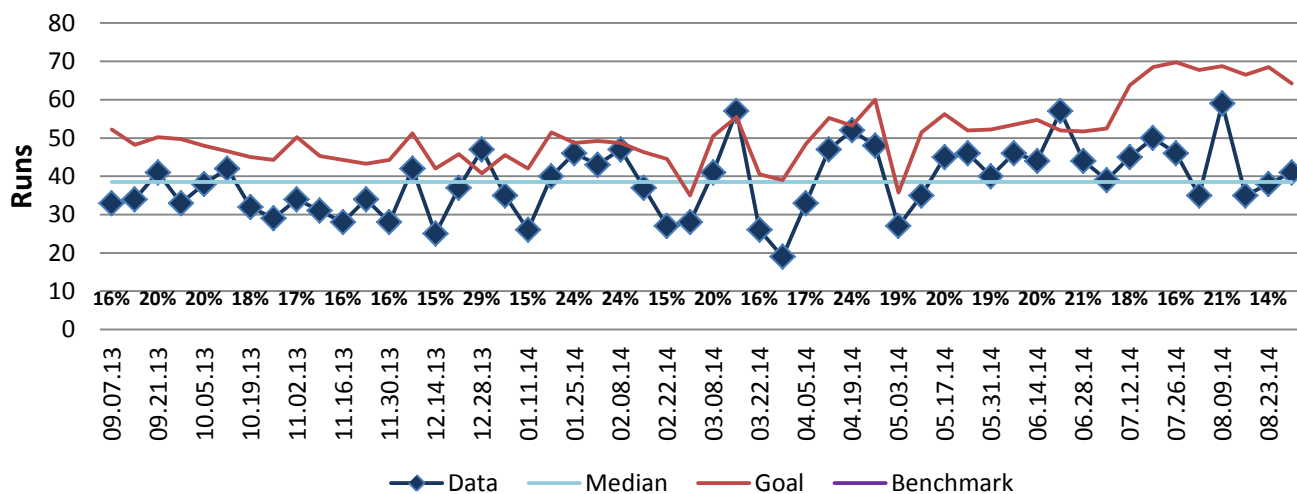**KPI Owner: Mike Tully** | **Process: Emergency Response**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD **Goal: 12 minutes or less 75% of the time** **Benchmark: TBD**	Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Weekly count of priority bravo response to onscene times that exceed the goal of 12 minutes Why Measure: To understand system capability & customer expectations Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.

How Are We Doing?

03.02.14-08.30.14 12 Month Goal	03.02.14-08.30.14 12 Month Actual		08.24.14-08.30.14 Goal	08.24.14-08.30.14 Actual	
1,453	**1,095**	(traffic light – green)	**64**	**41**	(traffic light – green)
Runs	Runs		Runs	Runs	

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Good

Run chart — Runs (y-axis 0–80) by week (x-axis 09.07.13 through 08.23.14). Percentage labels along chart: 16% 20% 20% 18% 17% 16% 16% 15% 29% 15% 24% 24% 15% 20% 16% 17% 24% 19% 20% 19% 20% 21% 18% 16% 21% 14%. Legend: Data, Median, Goal, Benchmark.

Root cause analysis is not necessary because there is no gap between the goal and current performance.